

ITEC Level 1 Certificate in Hair and Beauty Salon Services

Unit 73 Arranging and Booking Appointments

Recommended guided learning hours – 25

Unit 73

Arranging and Booking Appointments

Learning outcome Students will be able to:	Underpinning knowledge
1) Demonstrate knowledge of how to maintain the reception area	To include: <ul style="list-style-type: none"> • Keeping reception area and product displays clean and tidy • Ensuring displays are changed regularly • Offering clients hospitality following your salon's client care policy • Taking and passing on messages appropriately
2) Understand the meaning of stock control	To include: <ul style="list-style-type: none"> • Regular stock checks • Regular stock valuation • Regular rotation of stock i.e. ensuring that the newest products are stored at the back and oldest drawn forward • How to order new stock • Deadlines for ordering • Regular ordering • Ordering products that sell through quickly and do not stand on the shelves • Removing faulty products from display • Reporting faulty products to the appropriate person
3) Demonstrate basic knowledge of the treatments on offer in the salon and the time they will take to administer	To include: <ul style="list-style-type: none"> • Facial treatments • Body treatments • Nail treatments • Hair treatments
4) Demonstrate knowledge of the cost of treatments	To include: <ul style="list-style-type: none"> • Individual treatments • Course of treatments • Special offers
5) Understand and explain the benefits of offering courses of treatments	To include: <ul style="list-style-type: none"> • Ensures that clients return to the salon/clinic • Ensures that clients understand the long term benefits of the treatments • Ensures that cash is paid in advance • Improves cash flow • The client usually receives a discount for paying for the course
6) Demonstrate how to schedule appointments	To include: <ul style="list-style-type: none"> • Understanding the appointment book • Understanding electronic appointment systems • Time allocated to each treatment • Time required between each treatment • Avoid appointments overlapping • Never double book an appointment • Always take client's telephone number • Always try to re-schedule an appointment when a client has cancelled
7) Understand the limits of your authority when scheduling appointments	To include: <ul style="list-style-type: none"> • Referring to the appropriate person with different types of enquiries

<p>8) Demonstrate how to prepare the client for the treatment they have booked to receive</p>	<p>To include:</p> <ul style="list-style-type: none"> • Showing the client to the treatment room/area • Giving the client a suitable gown for either hair or beauty treatments • Making sure the client is comfortable and has everything she/he needs • Telling the therapist/hairdresser that their client is ready for treatment
<p>9) Demonstrate basic understanding of the following terms</p>	<ul style="list-style-type: none"> • Contraindication • Contra action
<p>10) Demonstrate how to record basic details from the client prior to a full consultation by the therapist/hairdresser</p>	<ul style="list-style-type: none"> • Name, address and telephone number • GP details
<p>11) Understand different methods of payment</p>	<p>To include:</p> <ul style="list-style-type: none"> • Cash • Cheques • Debit cards • Credit cards • Vouchers
<p>12) Demonstrate effective and accurate handling of payments</p>	<p>To include:</p> <ul style="list-style-type: none"> • Cash • Cheques • Debit cards • Credit cards • Vouchers